



# **Wilmslow Health Centre Covid-19 Vaccination Programme**

**Part of the Chelford, Handforth, Alderley and Wilmslow (CHAW)  
Primary Care Network**

## **Volunteer Handbook**

**Wilmslow Health Centre  
Chapel Lane  
Wilmslow  
SK9 5HX**

**NHS**  
**COVID-19  
Vaccination Centre**

## **Introduction**

Firstly, thank you so much for offering to volunteer for this vaccination programme here in Wilmslow. Your time and help is really appreciated and by volunteering, you are greatly helping to support the entire community in this massive effort. **Thank you**

## **COVID-19 Vaccination Programme**

Wilmslow Health Centre (WHC) has been selected as the Vaccination Hub for the area of Wilmslow, Handforth, Alderley Edge and Chelford. This means we will be administering all Pfizer Covid-19 Vaccines for the whole of this area from the specified Hub at Wilmslow Health Centre (WHC). The reason for vaccinating in this manner (as you may have seen in the media) is that the Pfizer vaccine is very “delicate”, requiring storage at minus seventy, defrosted and then needing to be used within three days. Due to the potential, but very rare risk of side effects with this vaccine each person will be required to wait for 15 minutes in the recovery area before leaving the site.

Clearly, this will mean that this programme will be very busy, with the need to support some elderly and vulnerable people through this process. It is also likely that there will be carers and family members with people as well.

As you may be aware, there are now multiple different Vaccines being administered across the UK. Since the Pfizer vaccine (which we are administering) was developed, a different vaccine to Pfizer, the Astra Zeneca Oxford vaccine, was developed and approved for use by the UK Government. This vaccine is also being administered in our area but is not “delicate” like Pfizer and so is being administered from individual GP surgeries across Cheshire and does not require an as intense Volunteer Programme of support. This is also taking place from WHC alongside the Pfizer vaccine but at different times.

## **Arrival / Parking**

When arriving for your shift please park elsewhere as there is very limited parking available near the WHC. If at all possible please walk to the site if you live locally. If driving, we suggest you park on local side streets or in Sainsburys car park (be careful of pay & display!). Chapel Lane from Beddells Lane down to the United Reform Church is strictly no parking during vaccinations.

## **Operational Hours**

Generally the operational time and days of our vaccine programme will vary based on when we receive a delivery but also subject to logistical factors such as staffing, space available and other external factors. As a guide, vaccinations will **normally** be given on site between 8.30am and 4.30pm. Volunteering on site will usually be split into shifts for each day, normally for around 3 hours per shift but this could vary slightly.

## **Briefing / Induction**

Before each shift starts, an operational briefing and induction will take place at the United Reform Church Halls directly next door to WHC. This will take place promptly 15 minutes before each shift. You will also need to have a temperature check as well as signing in. Therefore, even if you have volunteered with us before, please visit the URC Halls to sign in and receive a temperature check before arriving at the Vaccination Site. Once the briefing has taken place you will be taken through the WHC Vaccination site where the Lead Volunteer will allocate you to a position and will give you an orange hi-vis jacket and an identification lanyard.

## **Covid-19 Precautions**

Stopping the spread of COVID-19 is the aim of these sites and it's a requirement that you rigorously consider your own health before participating. Do not attend if you have any symptoms of COVID or are living with anyone who has or have been requested to self-isolate. Appropriate PPE (face masks, hand sanitiser and visors if required) will be available to all volunteers during the briefing/induction and face masks must be worn at all times when inside any type of building or outside when in close proximity to anyone else.

## **Marshall Responsibilities**

There are a variety of roles being managed and run by our volunteer programme at WHC which vary in role, type and requirements. Each volunteer assigned to each role will have a general operation briefing before their shift which will explain a general outline of the Vaccinations and the site layout etc. You will then be briefed on your individual position by the person you are taking over from. The Lead Volunteer will then visit your position once you have started and go over any information with you and answer any questions you may have.

## **Specific Roles / Positions**

The following roles will need to be undertaken at the Vaccination site and you will be allocated to one of the below positions by the Lead Volunteer upon arrival at the site.

- **Road/Traffic Team (5 Volunteers)** – This position is based around ensuring the constant traffic flow of the traffic on Chapel Lane. There will be significantly more traffic due to the Vaccines taking place and we need to keep the impact on local residents and businesses to an absolute minimum. There is a designated and signed Drop Off and Pick Up point and you will need to ensure no vehicles are left unattended or parked in these areas. You will need to advise vehicles and drivers that disabled parking is available in the URC Church car park (blue badges only). As well as supporting those people who may have mobility issues to the entrance.
- **Entrance / Welcome Team (2 Volunteers)** – This position is to welcome all patients from the drop off / pick up area and show them to the entrance for the Vaccine Hub. You will need to ensure everyone is wearing a face mask from this point onwards. Those who are arriving for a vaccine you will need to check their appointment time and that they are not too early/ late etc and direct them into the vaccine queue. You will also need to split vaccination patients from those who are visiting WHC for other healthcare appointments.
- **Exit / Ramp Assistance Team (2 Volunteers)** – This is to assist all patients when leaving the building and making their way to the recovery Marquee for the 15 minute wait time. They will leave the WHC building out the back exit which has a steep downward ramp. Please ask patients if they require any assistance down the slope and assist accordingly. Lending an arm for people to lean on is the most common and easiest way to lend help without putting yourself at risk. You will also need to direct or walk people to the Marquee Recovery tent.
- **Recovery Marquee Team (3/4 Volunteers)** – The recovery Marquee is to monitor all patients following their Pfizer Vaccination for 15 minutes to make sure no side effects present immediately after the vaccine. 1 Volunteer will need to welcome all patients into the Marquee and advise them to take a seat and keep an eye on the clock for when 15minutes is up. Another volunteer will man the exit to the marquee and double check the patients time is up when they leave. They will also liaise with the road team for vehicles collecting patients etc. The 3<sup>rd</sup> volunteer will move around the Marquee disinfecting all chairs with hygiene wipes after each patient leaves. There will also be a medical professional at all times to check on patients for any side effects or emergencies etc.
- **Meet and Great Volunteer (1 Volunteer)** – This volunteer will be responsible for liaising between the Marquee Team and the Road Team helping to communicate any vehicles waiting for individuals to collect or any patients waiting for vehicles to be picked up. You will also assist patients from the road to the marquee if needed.

### **Clothing/Equipment**

- Each volunteer marshal will receive an orange high visibility vest which will need to be worn over the top of any clothing so you can be identified and also for health and safety.
- You will also be given an identification lanyard with an emergency contact number on for any emergencies or issues.
- This programme is taking place in winter and the weather may therefore be very cold, very wet, or both. Please dress appropriately for this (coat, hat and gloves may be required) as you will be working outside in the elements.
- This role may entail you spending a lot of time on your feet, so please wear comfortable footwear.
- You will always be required to wear a face covering and visors will be available for when supporting people with sensory difficulties.
- You will be required to use hand sanitiser on a regular basis and be vigilant at all times regarding infection control.

### **What to bring with you**

- Refreshments will be provided during the day; however, you may want to bring drinks or snacks.
- Hand sanitisation and face coverings will also be provided, but you may prefer to bring your own.
- There will be space available to store coats and bags in the United Reform Church Halls. However, please do not bring valuables with you that would require secure storage.

### **Points of Contact during the day**

Toilets and Refreshments are on hand throughout each day kindly run by the United Reform Church in the Halls directly next to WHC (where the briefing takes place). If you require a loo or hot drink break please let one of the below key people know who will arrange cover.

The following professionals will be on site daily throughout the Vaccines to support the process:

- Operational Coordinator / Lead Volunteer
- Volunteer Group Leaders
- Volunteer Supervisors

These key people will be introduced at each briefing, if you have any questions,

concerns, non-urgent queries please do not hesitate to ask.

### **Emergencies**

In any situations where you require urgent assistance with your position or an emergency has arisen, please **contact James Bunker, the Lead Volunteer/Operational Coordinator for WHC Vaccinations**. He will be on hand at all times and should be nearby should you need assistance, if not the **contact number is available on your lanyard for emergencies**. James will then decide the best course of action and assist where needed and arrange any help or care if required. **EMERGENCY CONTACT: 07917 202688**

### **Conclusion**

The vaccination site will be very busy at times and therefore flexibility is required from all involved. The flow of people through the site is key, therefore at periods of pressure, it is important to remain calm, courteous and kind to everyone who visits the centre.

We hope you enjoy your shift and feel able to feedback areas for improvement or issues of concern to The Operational Coordinator / Lead Volunteer.

We really look forward to working alongside you and thank you for being such an important part of this game changing team.

**Thank you to all Volunteers for offering your time to help support this vitally important programme, we couldn't do it without you! Special thanks go to the below key people/organisations who have helped make this programme a success.**

- *Rev Kirsty Thorpe and the Wilmslow United Reformed Church plus their Volunteers*
- *Cllr Julie Dawn Potts and the Chapel Lane 'Love the Lane Aid' Volunteers*
- *James and Richard Bunker from Event Management Services*
- *NHS Cheshire CCG Volunteers*
- *Connecting Chelford Volunteers*
- *Cheshire East Highways for their support and cooperation*
- *Cheshire Police for their cooperation*
- *The myriad of others who have helped in any shape or form!*

*Thank you!*